

**IOWAccess Advisory Council
Meeting Minutes of September 12, 2007, 1:00 PM
Hoover Building, Level B, Conference Rooms 2 and 3**

Draft

Present: Richard Neri, Sheila Castaneda, Herb Strentz, Barbara Corson, Andrew Smith, Dawn Ainger*, Glen Dickinson, Larry Lentz, Terrence Neuzil, Vicki Lensing*

Absent: Daniel McGinn, Beth Baldwin, Terri Selberg, Tom Gronstal, Miriam Ubben, Jeff Danielson, Carmine Boal, Ron Wieck, Kelly Hayworth

Guests: Mark Uhrin, Tracy Smith, John Hove, John Gillispie, Karen Fynaardt, Mike Franklin, Jim Gillispie, JoAnn Naples, Lowell Joslin, Kathy Mabie, Dennis Wiggins, Kristin Hantz, Karen Misjak, Karen Walters Crammond, Robin Harlowe, Dan Powers, Dana Boone, Malcolm Huston, Diane Van Zante

* By phone

Council Chair, Dick Neri, opened the meeting and noted that a quorum of members was present.

1. Approve Minutes- Herb Strentz moved approval of the July 11, 2007 meeting minutes; Barb Corson seconded the motion. An oral vote was taken, unanimously approving the minutes as written.
 2. FARMS (Financial and Reports Management System) Application Demonstration - Jim Gillespie, Karen Fynaardt, Mike Franklin, Department of Agriculture and Land Stewardship. FARMS is a web-based financial and reports management system for managing various soil and water conservation programs. The Department started looking at this concept in 2003 and approached the Council for money in 2004. Via the website, the public can access a variety of program information and apply for cost share assistance. Both businesses and individuals can apply. An applicant must meet all eligibility requirements and provide a brief explanation of the proposed project. If there is a program that meets the applicant's needs, the board meets to approve funding. The status of each project is available online, as well as the amount of money allocated and the environmental benefits. There are currently about 2000 participants in the program. In all, the IOWAccess Advisory Council allocated \$495,000 to build this system; the Department of Agriculture and Land Stewardship believes the program is a huge success. The FARMS website is: <https://idals.iowa.gov/FARMS/>
- Malcolm Huston briefed members about the new Iowa School Alerts program which permits school administrators to easily and quickly announce a school closing or significant/emergency event. Notification is made to subscribers via e-mail. There are three school districts currently enrolled, with plans to roll the program out to the entire state. This is a free service, there is no cost to sign on. The Information Technology Enterprise (ITE) is beginning to market the program more aggressively.
3. Iowa Interactive Update – Tracy Smith.

Tracy explained that Iowa Interactive projects fall into one of three categories: 1) static web development, 2) dynamic web development, or 3) static web development that contains a revenue generating opportunity. Agencies are beginning to discover that there are other funding options; if an agency does not have the money itself and Iowa Interactive can't provide assistance, the agency can seek funding through the IOWAccess Advisory Council. How does Iowa Interactive choose which projects to accept? Iowa Interactive meets weekly with Mark Uhrin and Malcolm Huston to evaluate the list of projects that are in the queue. What is the size of Iowa Interactive's staff? Currently, there are 16 people.

In the way of new services, Malcolm and Iowa Interactive created a shopping cart demo for several state agencies. The shopping cart concept would allow agencies to sell their products online. An online conference registration application system is also being considered.

Is any data available on projects that IOWAccess funded that were completed on time and on budget? Which projects have come back to request more money and which have not? Is there any follow-up that indicates whether projects were completed to customers' satisfaction? We need to start tracking accountability, customer satisfaction, and completion. Some of that information is available on the IOWAccess website (shows active and inactive projects, along with funding).

It has come to the attention of one of the IOWAccess Advisory Council members that some customers are dissatisfied with ITE and IOWAccess. Whether or not those concerns have ever been expressed to ITE senior management in an attempt to rectify the matter is unknown. It would be best to determine what the issues are, gather any internal documentation, and then go back to the customer to review the concerns. What is our measure of success? Malcolm will survey council members to gather suggested measures. Fair or not, IOWAccess, Iowa Interactive, and ITE get rolled together as one body when issues arise.

4. IOWAccess Financial Update – John Hove.
July began a new fiscal year. Revenues for July were \$310,000; expenditures were \$245,000. Net assets at the beginning of the fiscal year were \$2.4 million. Unobligated cash stands at \$884,000 (that figure includes anticipated revenues).
5. Policy Discussion – Malcolm Huston.
This item tabled until the next meeting.
6. Boat Docks – Request for Design Funding (\$20,000) – Lowell Joslin, Department of Natural Resources (DNR).
This project began in March of 2007. The Iowa Code now requires everyone to have a dock permit. Some permits will be free, others will require payment of a fee. DNR wants to utilize e-payments. The entire project, including implementation, is anticipated to cost \$115,000. At a previous meeting, Dawn Ainger asked for the supporting documents that detail the project (as non-techies, several of the council members deferred the review of technical documents to Dawn). Now, there is uncertainty as to whether that is part of the

Council's role. Some feel it is outside the scope of an advisory council, others want to see the detail and expressed a desire to maintain the Council's reputation.

Such documents are considered public records, so anyone can view them. ITE will provide the documents, if desired. The IOWAccess Advisory Council advises the Director about funding projects that promote e-government. How does the Council determine what its rights and responsibilities are? Discussion of this item will continue at the next meeting. Sheila Castaneda moved approval of \$20,000 in funding. Terrance Neuzil seconded the motion. An oral vote was taken; the motion was unanimously approved.

7. Comprehensive Electronic Grants Management System – Request for Scope Analysis Funding (\$20,000) - Kathy Mabie, Dennis Wiggins, Department of Management (DOM). This project seeks to provide a storefront for entities seeking funding through state administered programs. Individuals will be able to search available grants and apply for them. This is a very extensive project and will be a very elaborate application. It could run in excess of a million dollars, however IOWAccess would not be responsible for all of the funding. Many state agencies are interested in pursuing this; there are about 22 departments that currently administer grants. An off the shelf product is the most likely. No one in state government has a beginning to end process. It makes sense to develop an enterprise system. Even though grant applications contain many of the same elements, each grant looks different and calls for a different process. A grant management system would standardize things. How many grants are awarded in a year? A low number would be 3000-4000 grants per year. The program is for state agencies that award grants, not for state agencies that are seeking grants. Herb Strentz moved approval; Terrance Neuzil seconded the motion. Discussion: Will the Department of Management come back to request additional funding? DOM is not precluding coming back. An oral vote was taken; the motion was unanimously approved.
8. Iowa Veterans' Home (IVH) Nurse Call Pager Upgrade – Request for Implementation Funding (\$277,977). Dick Neri and Barb Corson expressed concern whether the two Veterans' Home applications meet the qualifications for IOWAccess funds. Traditionally, IOWAccess doesn't fund hardware, but did choose to fund computers in patrol cars because some of the information collected will be available to the public. Herb Strentz encouraged IVH to seek a legislative appropriation. Sheila Castaneda felt that the documents were lacking in detail. ITE staff explained that originally, IVH applied for pooled technology funding, but ranked low in comparison to the other applications that were submitted. That may explain why IVH is seeking IOWAccess funding. Herb Strentz moved rejection of both IVH applications; Sheila Castaneda seconded the motion. An oral vote was taken; the motion was unanimously approved.
9. IVH Network Connectivity for Electronic Health Record Initiative – Request for Implementation Funding (\$278,063). This application was rejected, as indicated above.
10. State Phonebook – Request for Design Funding (\$20,000) – Malcolm Huston, ITE.

The current employee phone directory system has a couple of problems and is outdated. Malcolm proposes using a portion of the existing system and posting that information on the web. The goal is to create a searchable online directory. No requirements documents have been prepared. ITE would do the work in house. Active Directory would automatically update the information, although Active Directory does not contain Regents employees and other security personnel. Larry Lentz moved approval; Barb Corson seconded the motion. An oral vote was taken. Sheila Castaneda abstained, all other members voted to approve.

11. Iowa State Association of Counties – Request for Scope Analysis Funding (\$48,000) - Mark Uhrin, ITE.

CoMIS is the County Medical Information System. The population served is mental health, general assistance, and Veterans' Affairs. IOWAccess initially awarded the CoMIS project \$20,000. Because the counties are significantly diverse, \$20,000 will not be sufficient. ITE is asking for an additional \$48,000 to complete scope analysis. Sheila Castaneda moved approval of the additional funding; Terrance Neuzil seconded the motion. Discussion: What was accomplished with the original \$20,000? The initial funding has not been spent in total, but a portion has been used to build high level use cases and high level flows. The final project will connect the 99 counties so that information is available anywhere in the state. There would also be greater connectivity with the Department of Human Services. An oral vote was taken; the motion was unanimously approved.

12. Electronic Records Archives – Request for Scope Analysis Funding (\$20,000) - Mary Jane Olney, Department of Cultural Affairs (DCA).

DCA wants to develop a means to store and preserve electronic records. Do policies and procedures need to be put in place first? How do you maintain a record's authenticity? John Gillispie stated that he struggles with whether we have the necessary law and procedure in place to proceed. We don't know what the document format is going to be. We don't have the basics in place. Does this need analysis? Yes, but it also requires many policy decisions. The project is massive and needs legislative leadership. Should counties be included? They have the same set of requirements. Twenty thousand dollars is inadequate for scope analysis. The Council either needs to consider increasing the amount being requested or table the motion. Maybe the issue needs to be pushed to the next higher level, which would be Mollie Anderson. ITE's and IOWAccess' involvement could stop at scope analysis. John believes the legislature needs to decide whether it wants to fund square footage for paper files or the cost of electronic records management. The State of Washington seems to be leading the way in battling this issue. Scope analysis may identify the list of things that needs to be addressed. Barb Corson moved approval of \$20,000; Herb Strentz seconded the motion. Is approval being sought for scope analysis or for something similar to a position paper? Tom Shepherd advised that it would more closely resemble a position paper. What do we anticipate the total funding to be? Will the project come back to the IOWAccess Advisory Council for additional funding? It is hoped that the first \$20,000 will yield something substantial/worthwhile. An oral vote was taken; the motion was unanimously approved.

13. OpenUp.Iowa.gov – Request for Scope Analysis Funding (\$20,000) - Bo Berntsen, Boards and Commissions Coordinator, Governor's Office.

The Governor's Office wants to build a boards and commissions website to give citizens access to general information and to guide people who are interested in applying for boards. The website would include boards' annual budgets, discuss compensation to board members, and function as a database for use by the Governor's Office. The website would also have a search function. Sheila Castaneda moved approval; Terrance Neuzil seconded the motion. There was a suggestion that the system be available to local boards as well. Malcolm will visit with Robin Harlowe, Iowa State Association of Counties, about that. Herb Strentz would like to see more emphasis on public access so that people can see what the different boards are doing. Maybe the website could contain links to each council's webpage. Glen Dickinson would like the proposal to include the legislative branch. An oral vote was taken; the motion was unanimously approved.

14. College Student Aid Portal – Request for Scope Analysis Funding (\$20,000) - Julie Leeper, College Student Aid Commission (CSAC).

CSAC administers scholarships and grants and guarantees student loans. They would like to have a place where they can keep all of the information together (information about a student's financial aid, what he/she is eligible for, details on the financial aid the student receives). Counterparts in other states have created similar systems. The flip side of this is having a portal that is available to financial aid providers. There was a suggestion that information be included on private scholarships, scholarships that are available through other state agencies besides CSAC. Dawn Ainger moved approval; Barb Corson seconded the motion. An oral vote was taken; the motion was unanimously approved.

15. ITE Project Updates – Mark Uhrin, ITE.

Mark had nothing to add to the report that was distributed to the Council prior to the meeting.

16. Wrap Up and Adjourn

In light of today's discussion, should the Council provide a system of feedback to gauge satisfaction? Yes. Are there other things of a similar nature that we should be doing? Maybe we should develop an evaluation form for entities who have received IOWAccess funds. Discussion of this item may continue at the next meeting.

The next meeting is November 7, which does not adhere to the normal meeting schedule. Suggested agenda items for the next meeting: customer complaints

There being no further business, the meeting adjourned at 3:51 p.m.